



# Advocare Quality services

## Division of Aging (DA)

- PCCR/PES
- Money Follows the Person (MFP)

## Bureau of Quality Improvement Services (BQIS)

- Complaint investigations
- CERTs
- Incident Reports
- Mortality Reviews



# Advocare Quality PCCR/PES support

## Quality Planning Coordinator (QPC)

- Scheduling
- Upload/technical support

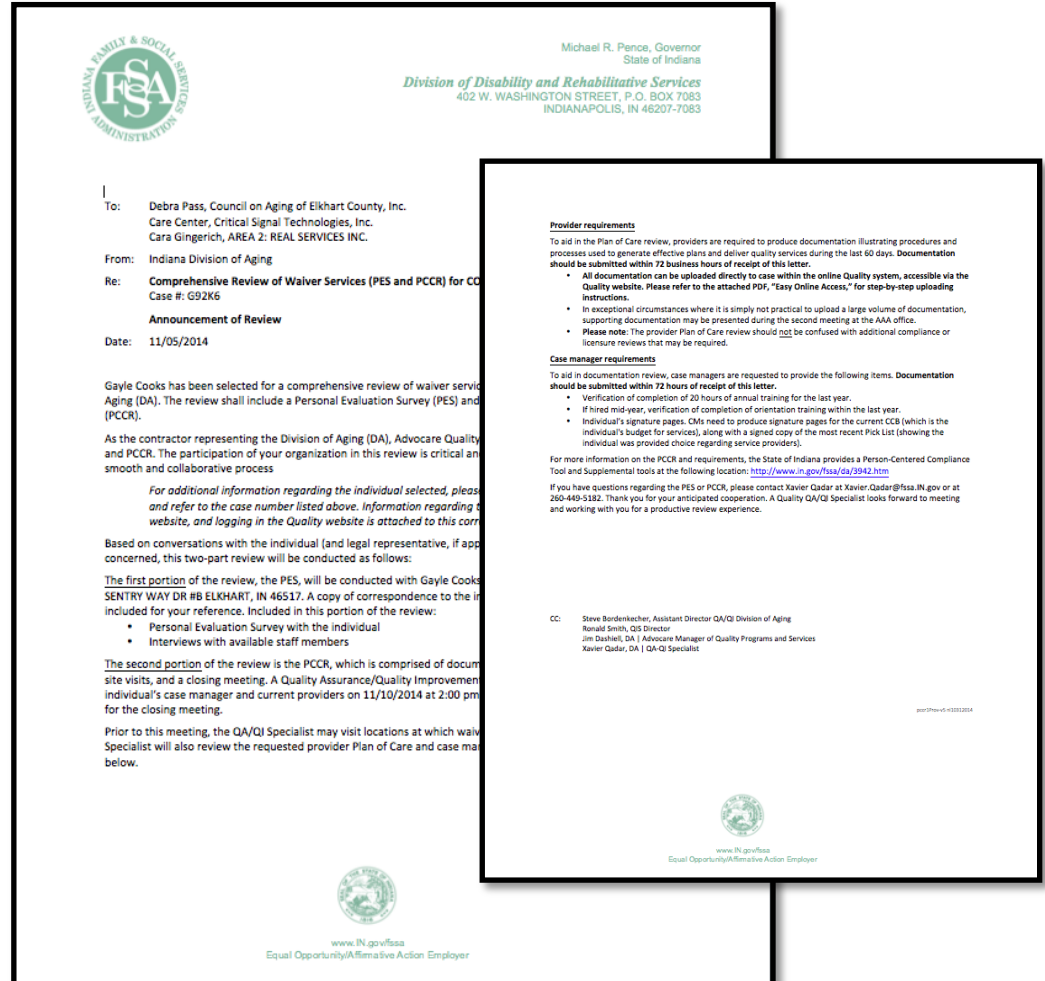
## Quality Assurance/Quality Improvement Specialist

- On-site activities: PCCR and PES
- PCCR/PES follow-up
- CAP follow-up

# Advocare Quality

## Email information

- Contact information
- Confirmation of Schedule
- Provider Requirements
- QA/QI Specialist Contact Information
- Quality Website



# Advocare Quality

## 'Easy Online Access' PDF Guide

- Simple two-step process
- Technical details
- Troubleshooting tips

### EASY ONLINE ACCESS

Person-centered Compliance Review

## QUALITY

Your organization has been selected to complete a compliance review of services currently provided to an individual participating in the State of Indiana's Medicaid waiver program through the Division of Aging. Commonly known as the PCCR, this review involves a series of questions that require proof of response. In order to expedite this process, an online tool is available via the Quality website for your convenience. Ready to get started on the review process now? This document shows you how in a few simple steps.

### FIRST CONTACT

Following your conversation with a Division of Aging representative, an account for your organization has been established on the Quality website. A link will be sent to the email address provided, which will include information for logging in and confirming this account. (Please note: This email must be opened from the email account noted here due to embedded security provisions.)

**Have questions? Call anytime during your PCCR process (260) 407-6458**

### STEP 1

After logging in to the Quality website, you will see the following case ID number: ABCDE

- **Click on this case.**


### STEP 2

Click on **'Document Upload Section'** to review the requested documents.


- *Document larger than 20 MB?* Please divide the document and upload each section separately.
- After the document upload bar reaches 100%, click the blue 'Accept' button.

### LET'S MAKE THIS SIMPLE!


If you don't have a digital document to upload, any of the following can create an acceptable digital document. As long as your document is readable, it can be uploaded as documentation!

**SCAN**  
Scan your documents

OR

  
Take a photo with your tablet


OR

  
Take a photo with your cell phone

If you can read it, We can read it.

### TROUBLESHOOTING TIPS

- Use Internet Explorer version 10 or higher, Google Chrome, or Mozilla Firefox. (Older version of Explorer cause difficulty accessing the Quality site. They should change to Google Chrome or Mozilla Firefox.)
- If you don't receive email information from Quality as noted in this document, check your 'Spam' or 'Junk Mail' folder. Not found? Give us a call.



### STILL HAVE QUESTIONS?

We're here to help! Call...  
**(260) 407-6458**

PCCR Provider/EDA HB2 10172014



# Quality Website: Uploading Documents



Donald Orban | [Log Out](#)

Home

My Account

## Case Detail

**JFX51 | PCCR/PES**

Open

Got Questions? Call: (260) 407-6458

BQIS Quality Don Orban

Coordinator: Email: [don.orban@gmail.com](mailto:don.orban@gmail.com)

Case Opened: Jan 01, 2014 8:45am



Don Orban

Individual's Information

▸ Individual Surveyed

▸ Addresses

Action Items

▸ Document Upload Section



# Quality Website: Uploading Documents

## Case Detail

**JFX51 | PCCR/PES**

Open

Got Questions?

Call: (260) 407-6458

BQIS Quality

Don Orban

Coordinator:

Email:

[don.orban@gmail.com](mailto:don.orban@gmail.com)

Case Opened:

Jan 01, 2014 8:45am



Don Orban

### Individual's Information

#### ▼ Individual Surveyed

**Jen O'shea (None ?)**

HIPAA Name:

DOB:

Source DB: Advocare

Funding Source:

# Quality Website: Uploading Documents

Get Questions:		Call: (202) 407-8488
BQIS Quality Coordinator:	Don Orban	Email: <a href="mailto:don.orban@gmail.com">don.orban@gmail.com</a>
Case Opened:	Jan 01, 2014 8:45am	

**Don Orban**

Individual's Information

▸ Individual Surveyed

▾ Addresses

Accident Location (Primary)  
231 W. US Highway 30  
Valparaiso, IN 46385

Main Address  
7115 W. 89th Place  
Crown Point, IN 46307



# Quality Website: Uploading Documents

**Action Items**

**Document Upload Section**

Please provide 60 days of service documentation for this individual.

Donald Orban

Notes: (Don please upload a bunch of documents.)

**Upload Document(s)**

Choose File(s)

Choose Files

no files selected\*

You will have the option to upload multiple documents.

# Quality Website: Uploading Documents

Donald Orban

Notes: (Don please upload a bunch of documents.)

## Upload Document(s)

Choose File(s)

Choose Files



UploadedDocument

\*

You will have the option to upload multiple documents.

**UploadedDocument.docx (Size: 28.3 kB)**

100%

Title:

Description:

Accept

X

# Quality Website: Uploading Documents

Action Items

Document Upload Section

Please provide 60 days of service documentation for this individual.

Donald Orban

Notes: (Don please upload a bunch of documents.)

Filename:

UploadedDocument.docx

Uploaded: 10/07/14 4:34 pm

x

 Remove

By: Donald Orban (Provider ABC)

Upload Document(s)

Choose File(s)

Choose Files

UploadedDocument

\*

Nora Loechel, Director of Corporate Outreach  
n.loechel@uadvocare.com  
317-602-6344

